



Tips for Using Your New Medicare Drug Coverage

If you've just joined a Medicare Prescription Drug Plan (Part D) for the first time, or you switched to a new Medicare drug plan, there are some things you can do to make sure your first visit to the pharmacy goes smoothly.

The first time you use your new Medicare drug plan, you should come to the pharmacy with as much information as possible. Here's what you need to bring to the pharmacy:

- Your red, white, and blue Medicare card
- Photo identification (such as a state driver's license or passport)
- Your plan membership card*

*If you don't have a plan membership card, you should also bring the following to the pharmacy:

- An acknowledgement or confirmation letter from the plan, if you have one.
- An enrollment confirmation number from the plan, if you have one (**Note:** Only confirmation numbers from the plan will work, not those from Medicare's Online Enrollment Center at www.medicare.gov.)
- The name of the Medicare drug plan you joined (**Note:** If you haven't gotten a plan membership card or any plan enrollment materials, letting your pharmacist know the name of your plan can help him or her confirm your plan enrollment and get the information he or she needs to bill your plan. The pharmacist may have to search for your plan information and it may take extra time for him or her to fill your prescription.)



If you have both Medicare and Medicaid or qualify for Extra Help

If you have both Medicare and Medicaid or qualify for Extra Help with drug plan costs, you should also bring proof of your enrollment in Medicaid or proof that you qualify for Extra Help with you to the pharmacy.

Proof of Medicaid may include the following:

- Your Medicaid card
- A copy of your current Medicaid award letter
- A copy of your yellow automatic enrollment letter from Medicare

Proof of Extra Help may include the following:

- A copy of your Medicaid card
- A copy of your green, yellow, blue, purple, or orange Extra Help letter from Medicare
- A copy of your Extra Help “Notice of Award” letter from Social Security
- A copy of your Supplemental Security Income (SSI) award letter
- Other proof that you qualify for Extra Help (such as a “Notice of Award” letter from a state Medicaid program)

You don't need to have all of these items, but anything you can bring will help the pharmacist confirm your Medicare drug plan enrollment and/or that you qualify for Medicaid or Extra Help, to make sure you get the prescription you need.

What if the pharmacist can't confirm my drug plan or Extra Help status?

In some rare cases, the pharmacist may not be able to confirm your plan enrollment or that you qualify for Medicaid or Extra Help. If this happens, your doctor may be able to give you a sample of your prescription to help until your coverage is confirmed. You can also pay out-of-pocket for the prescription. You should save the receipts and work with your new Medicare drug plan to get paid back for the prescriptions that would normally be covered under your plan.

If you paid for prescriptions out-of-pocket before you were enrolled in a Medicare drug plan but after you qualified for both Medicare and Medicaid or Supplemental Security Income (SSI), you may be able to get paid back for those costs. Call Medicare's Limited Income NET Program at 1-800-783-1307 to see if you qualify. TTY users should call 1-877-801-0369.